



Courses

A Synopsis of Recent Training Events

1. *Tools for Optimizing Employee Motivation, Engagement, and Commitment: the Facilitative Manager*

This course introduces concepts, skills, and tools for the **Facilitative Manager**. This management style and skill set is a particularly effective way of

- addressing organizational inertia
- conquering cynicism and low morale
- overcoming resistance
- dealing with conflict
- developing and motivating employees
- managing for results.

2. *Management at the Speed of Change*

This program identifies the important steps for managers to respond to rapid change. These steps include:

- designing a blueprint for the change process
- communicating change as a positive force
- overcoming resistance
- preparing for timely implementation.

3. *A Manager's Guide to Strategy Implementation: Vertical Alignment*

This program provides managers with a method for understanding how their group aligns with and creates value for the organization's larger vision and mission. A step-by-step process is provided for managers to utilize in their daily work planning, decision making, and priority setting in order to keep their group in vertical alignment with the organization's strategy.

4. *A Manager's Guide to Strategy Implementation: Horizontal Alignment*

This program teaches managers the fundamental steps necessary for Value Chain Management. In most business settings the activities that create and add value are complex and often cross-functional. In order to effectively manage this process it is necessary to be able to view the "big picture" and identify potential gaps, lapses, breakdowns, and vulnerabilities in the Value Chain. It is then necessary to develop a specific plan and set of actions targeted at improving the strength, efficiency, and effectiveness of cross-functional activities.



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5. *Coaching and Mentoring for Managers and Leaders*

Increasingly central to the successful functioning of contemporary managers and leaders is their ability to replace the command-and-control mode of management with the *manager-as-coach* model. This model stresses empowerment, development, and interpersonal consultation as opposed to planning, controlling, and coordinating. Topics included in this program are:

- the basics of coaching
- navigating the coaching relationship
- how to ask powerful questions
- how to develop effective behavior change and individual development plans
- how to give and receive feedback

6. *Effective Team Building*

This training covers the basics of team building for managers. It includes instruction in the fundamental skills necessary to work effectively in a team-oriented environment. In the program we examine how to apply basic team processes and tools to foster commitment, increase trust, empower people, and create synergy for accomplishing organizational goals.

7. *Customer-Focused Management*

This program is designed to provide managers with the specific knowledge and skills that they need in order to create a more customer-focused management style. Skills will be identified for inspiring customer-responsive behavior throughout their group. Particular focus will be placed on preparing managers for the consequences of organizational change and the resulting problems that could adversely affect customer service. Participants will leave this program with tools to improve organizational systems and customer service skills.

8. *Conflict Resolution and Dealing with Difficult People*

Learn to work effectively in challenging interpersonal situations in the workplace. This program will help the participants to

- create win-win solutions
- maintain their composure around difficult people
- build and repair relationships after a win/lose conflict has occurred
- motivate others to take positive actions.



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The following is an additional sampling of one-day training programs.

Training Programs Specifically Designed for Managers and Leaders:

- Metrics that Matter: Measuring for Success
- Hiring the Best by Design
- Essential Ingredients for High Performance
- Managing for Results: Creating a Culture of Execution
- Effective Meetings
- From Strategy to Tactics
- Strategic Planning
- Strategic Decision Making
- Getting It Done: Managing Relationships and Priorities
- Developing a Motivation Machine
- Achieving Influence in Organizations
- Negotiation Skills
- Successfully Navigate the Whitewaters of Organizational Politics
- Building Powerful Teams
- The Leader's Role in Conflict, Change, and Adversity

Programs that add value at all levels:

- Managing Stress at Work
- Powerful Communication Skills for the Workplace
- Increasing Your Effectiveness: Emotional Intelligence in the Workplace
- Managing Conflicts
- Effective Analytical Thinking, Decision Making, and Problem Solving
- Creativity Boot Camp
- Time Management Made Easy



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High Impact Training Methodology

All of the training programs described above will be delivered utilizing Ian Anderson's high-impact training methodology. Central to the training design is an understanding of the Adult Learning Behavior Change Model. These trainings are designed to engage the hearts and minds of major leaders.

- Be closely connected to the business issues and challenges that managers face daily.
- Have clear opportunities for participants to apply their learning to their job performance.
- Be behaviorally based for easy identification of specific take-aways from the training.
- Deliver results.

We utilize an experiential learning process in order to engage a learner's emotional and cognitive abilities. In addition we prefer to use a company's real-time business challenges in devising studies, scenarios, and simulations. Our exercises challenge learners to respond in ways that end their natural reluctance to experiment with new approaches to old problems. Lessons learned in this fashion are more likely to translate into prevailing habit and practice, and therefore to be embraced outside the training context.

Collaborative Approach

We are interested in developing collaborative long-term relationships with clients and potential clients. We invite you to contact us so that we can learn more about your organization and your needs, and discover together how we may best be able to support your organization's strategic goals.

Any of our programs, seminars, and workshops can be custom designed to meet your organization's needs.